



DEPARTMENT OF THE AIR FORCE
59TH MEDICAL WING (AETC)
JOINT BASE SAN ANTONIO - LACKLAND TEXAS



18 APR 2017

MEMORANDUM FOR ST

ATTN: MAJ CUBBY L. GARDNER

FROM: 59 MDW/SGVU

SUBJECT: Professional Presentation Approval

1. Your paper, entitled **Patient to Health Team Communications Preferences and Perceptions of Secure Messaging** presented at/published to **2017 Triservice Nursing Research and Evidence-Based Practice Dissemination Course, Ellicott City MD, 25-27 April 2017** in accordance with MDWI 41-108, has been approved and assigned local file #**17202**.
2. Pertinent biographic information (name of author(s) title, etc.) has been entered into our computer file. Please advise us (by phone or mail) that your presentation was given. At that time, we will need the date (month, day and year) along with the location of your presentation. It is important to update this information so that we can provide quality support for you, your department, and the Medical Center commander. This information is used to document the scholarly activities of our professional staff and students, which is an essential component of Wilford Hall Ambulatory Surgical Center (WHASC) internship and residency programs.
3. Please know that if you are a Graduate Health Sciences Education student and your department has told you they cannot fund your publication, the 59th Clinical Research Division may pay for your basic journal publishing charges (to include costs for tables and black and white photos). We cannot pay for reprints. If you are a 59 MDW staff member, we can forward your request for funds to the designated Wing POC at the Chief Scientist's Office, Ms. Alice Houy, office phone: 210-292-8029; email address: alice.houy.civ@mail.mil.
4. Congratulations, and thank you for your efforts and time. Your contributions are vital to the medical mission. We look forward to assisting you in your future publication/presentation efforts.


for LINDA STEEL-GOODWIN, Col, USAF, BSC
Director, Clinical Investigations & Research Support

PROCESSING OF PROFESSIONAL MEDICAL RESEARCH/TECHNICAL PUBLICATIONS/PRESENTATIONS

INSTRUCTIONS

USE ONLY THE MOST CURRENT 59 MDW FORM 3039 LOCATED ON AF E-PUBLISHING

- The author must complete page two of this form:
 - In Section 2, add the funding source for your study [e.g., 59 MDW CRD Graduate Health Sciences Education (GHSE) (SGS O&M); SGS R&D; Tri-Service Nursing Research Program (TSNRP); Defense Medical Research & Development Program (DMROP); NIH; Congressionally Directed Medical Research Program (CDMRP) ; Grants; etc.]
 - In Section 2, there may be funding available for journal costs, if your department is not paying for figures, tables or photographs for your publication. Please state "YES" or "NO" in Section 2 of the form, if you need publication funding support.
- Print your name, rank/grade, sign and date the form in the author's signature block or use an electronic signature.
- Attach a copy of the 59 MDW IRB or IACUC approval letter for the research related study. If this is a technical publication/presentation, state the type (e.g. case report, QAIQI study, program evaluation study, informational report/briefing, etc.) in the "Protocol Title" box.
- Attach a copy of your abstract, paper, poster and other supporting documentation.
- Save and forward, via email, the processing form and all supporting documentation to your unit commander, program director or immediate supervisor for review/approval.
- On page 2, have either your unit commander, program director or immediate supervisor:
 - Print their name, rank/grade, title; sign and date the form in the approving authority's signature block or use an electronic signature.
- Submit your completed form and all supporting documentation to the CRD for processing (59crdpubspres@us.af.mil). This should be accomplished no later than 30 days before final clearance is required to publish/present your materials. If you have any questions or concerns, please contact the 59 CRD/Publications and Presentations Section at 292-7141 for assistance.
- The 59 CRD/Publications and Presentations Section will route the request form to clinical investigations, 502 ISG/JAC (Ethics Review) and Public Affairs (59 MDW/PA) for review and then forward you a final letter of approval or disapproval.
- Once your manuscript, poster or presentation has been approved for a one-time public release, you may proceed with your publication or presentation submission activities, as stated on this form. Note: For each new release of medical research or technical information as a publication/presentation, a new 59 MDW Form 3039 must be submitted for review and approval.
- If your manuscript is accepted for scientific publication, please contact the 59 CRD/Publications and Presentations Section at 292-7141. This information is reported to the 59 MDW/OC. All medical research or technical information publications/presentations must be reported to the Defense Technical Information Center (DTIC). See 59 MDWI 41-108, *Presentation and Publication of Medical and Technical Papers*, for additional information.
- The Joint Ethics Regulation (JER) DoD 5500.07-R, *Standards of Conduct*, provides standards of ethical conduct for all DoD personnel and their interactions with other non-DoD entities, organizations, societies, conferences, etc. Part of the Form 3039 review and approval process includes a legal ethics review to address any potential conflicts related to DoD personnel participating in non-DoD sponsored conferences, professional meetings, publication/presentation disclosures to domestic and foreign audiences, DoD personnel accepting non-DoD contributions, awards, honoraria, gifts, etc. The specific circumstances for your presentation will determine whether a legal review is necessary. If you (as the author) or your supervisor check "NO" in block 17 of the Form 3039, your research or technical documents will not be forwarded to the 502 ISG/JAC legal office for an ethics review. To assist you in making this decision about whether to request a legal review, the following examples are provided as a guideline:

For presentations before professional societies and like organizations, the 59 MDW Public Affairs Office (PAO) will provide the needed review to ensure proper disclaimers are included and the subject matter of the presentation does not create any cause for DoD concern.

If the sponsor of a conference or meeting is a DoD entity, an ethics review of your presentation is not required, since the DoD entity is responsible to obtain all approvals for the event.

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If your travel is being paid for (in whole or in part) by a non-Federal entity (someone other than the government), a legal ethics review is needed. These requests for legal review should come through the 59 MDW Gifts and Grants Office to 502 ISG/JAC.

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If you (as the author) or your supervisor check "YES" in block 17 of the Form 3039, your research or technical documents will be forwarded simultaneously to the 502 ISG/JAC legal office and PAO for review to help reduce turn-around time. If you have any questions regarding legal reviews, please contact the legal office at (210) 671-5795/3365, DSN 473.

NOTE: All abstracts, papers, posters, etc., should contain the following disclaimer statement:

"The views expressed are those of the {author(s)} {presenter(s)} and do not reflect the official views or policy of the Department of Defense or its Components"

NOTE: All abstracts, papers, posters, etc., should contain the following disclaimer statement for research involving humans:

"The voluntary, fully informed consent of the subjects used in this research was obtained as required by 32 CFR 219 and DODI 3216.02_AFI 40-402"

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40-401_IP :

"The experiments reported herein were conducted according to the principles set forth in the National Institute of Health Publication No. 80-23, Guide for the Care and Use of Laboratory Animals and the Animal Welfare Act of 1966, as amended."

PROCESSING OF PROFESSIONAL MEDICAL RESEARCH/TECHNICAL PUBLICATIONS/PRESENTATIONS

1. TO: CLINICAL RESEARCH		2. FROM: (Author's Name, Rank, Grade, Office Symbol) Cubby L. Gardner, Maj, O-4, 59MDW/ST		3. GME/GHSE STUDENT: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		4. PROTOCOL NUMBER: FA8650-16-2-6701	
5. PROTOCOL TITLE: (NOTE: For each new release of medical research or technical information as a publication/presentation, a new 59 MDW Form 3039 must be submitted for review and approval.) Impact of MiCare Implementation on Patient Centered Medical Home (PCMH) Effectiveness Measures							
6. TITLE OF MATERIAL TO BE PUBLISHED OR PRESENTED: Patient to Health Team Communications Preferences and Perceptions of Secure Messaging							
7. FUNDING RECEIVED FOR THIS STUDY? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO FUNDING SOURCE: INTRAMURAL							
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14. 59 MDW PRIMARY POINT OF CONTACT (Last Name, First Name, M.I., email) GARDNER, Cubby L. cubby.l.gardner.mil@mail.mil						15. DUTY PHONE/PAGER NUMBER 210-292-6785	
16. AUTHORSHIP AND CO-AUTHOR(S) List in the order they will appear in the manuscript.							
LAST NAME, FIRST NAME AND M.I.		GRADE/RANK		SQUADRON/GROUP/OFFICE SYMBOL		INSTITUTION (If not 59 MDW)	
a. Primary/Corresponding Author GARDNER, CUBBY L		O-4/Maj		59 MDW/ST			
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18. AUTHOR'S PRINTED NAME, RANK, GRADE Cubby L. Gardner, Maj, O-4				19. AUTHOR'S SIGNATURE GARDNER, CUBBY L. 123125683		20. DATE April 14, 2017	
21. APPROVING AUTHORITY'S PRINTED NAME, RANK, TITLE Brenda J. Morgan, Col, Director 59 MDW Nursing Research Division				22. APPROVING AUTHORITY'S SIGNATURE MORGAN, BRENDA J. 1135100005		23. DATE April 14, 2017	

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26. DATE REVIEWED April 17, 2017		27. DATE FORWARDED TO 502 ISG/JAC	
28. AUTHOR CONTACTED FOR RECOMMENDED OR NECESSARY CHANGES: <input checked="" type="checkbox"/> NO <input type="checkbox"/> YES If yes, give date. <input type="checkbox"/> N/A			
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30. PRINTED NAME, RANK/GRADE, TITLE OF REVIEWER Kevin Kupferer/GS13/Human Research Subject Protection Expert		31. REVIEWER SIGNATURE KUPFERER KEVIN R. 1056657370	32. DATE April 17, 2017
2nd ENDORSEMENT (502 ISG/JAC Use Only)			
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42. PRINTED NAME, RANK/GRADE, TITLE OF REVIEWER Kevin Imuma, SSgt/E-5, 59 MDW Public Affairs		43. REVIEWER SIGNATURE IMUMA KEVIN MITSUGU 12545227	44. DATE April 17, 2017
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BACKGROUND

McCare is the Air Force's (AF) web-based secure messaging platform developed to integrate patients' participation in their healthcare through communication with their healthcare team. McCare was implemented in 2011 and is currently used at all 15 Military Treatment Facilities (MTFs). The purpose of this investigation is to assess whether utilization of the McCare system by patients can be linked to patient satisfaction and perceptions of areas in service quality, care and well-being.

METHODS

This is a descriptive cross-sectional survey conducted on behalf of the Air Force Medical Operations Agency supporting program evaluation. From December 2014 to February 2015, patients awaiting medical appointments received surveys at five MTFs. Respondents were segmented into groups based on reported McCare registration status. Communication modality preferences were characterized by demographics, the ability to pass signal in both directions simultaneously (e.g., speaking on the phone or in person versus e-mail or secure message). Patients were also asked to rate their degree of agreement with 10 statements describing the impact of McCare. The null hypotheses are that differences in perceptions of preferences and perceptions of impact between non-McCare-users and McCare-users are equal. Difference in the proportion of responses was assessed by Chi-Squared analysis.

Statement	Non-McCare-users	McCare-users
1. I am comfortable using McCare.	4.5%	4.5%
2. I am confident in the information I receive from McCare.	4.5%	4.5%
3. I am confident in the information I provide to McCare.	4.5%	4.5%
4. I am confident in the information I receive from my healthcare provider.	4.5%	4.5%
5. I am confident in the information I provide to my healthcare provider.	4.5%	4.5%
6. I am confident in the information I receive from my healthcare provider.	4.5%	4.5%
7. I am confident in the information I provide to my healthcare provider.	4.5%	4.5%
8. I am confident in the information I receive from my healthcare provider.	4.5%	4.5%
9. I am confident in the information I provide to my healthcare provider.	4.5%	4.5%
10. I am confident in the information I receive from my healthcare provider.	4.5%	4.5%

RESULTS

Surveys were completed by 1260 respondents, median age 38 (range 18 to 62), 50% active duty, 24% active duty dependents, and 26% retired. Approximately 80% of respondents were regular users, 20% of 1260 respondents provided at least one reason for not registering for McCare. There were differences in proportions of communication mode preference for McCare-users and non-McCare-users ($p < 0.05$) for each of 10 health topics, and difference in proportions of communication preference between beneficiary category for 9 of 10 health topics.

Table 1. Characteristics of Communication Mode Preference by McCare User Status

Health Topic	Full Sample	McCare Users	Non-McCare Users
Registration to use original medical appointment	383 (30%)	362 (31%)	34 (3%)
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RESULTS

There were differences in perceptions of impact of McCare between McCare-users and non-McCare-users ($p < 0.05$) for each of 10 impact statements. Differences in perceived impact between duty status and MTF for 7 of 10 impact statements.

Table 2. Patient/Provider/Dependent Use of McCare

Statement	Agree	Disagree	Not Answered
McCare has improved communication with my provider	20 (1.6%)	12 (0.9%)	187 (14.7%)
McCare has improved communication with my communication with my assigned healthcare team	400 (31.6%)	119 (9.4%)	118 (9.4%)
I am satisfied with the functions of McCare	446 (35.0%)	116 (9.2%)	206 (16.3%)
McCare has improved the quality of care I receive	406 (31.8%)	118 (9.4%)	415 (32.9%)
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CONCLUSION

There are differences in communication mode preference and perception of impact between McCare-users and non-McCare-users, as well as many differences between beneficiary status, and MTF. Findings will further exploration of perception and impact as well as outcomes and aid in developing patient-preference-informed best practices.

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Air Force McCare

Disclaimer and Conflict Information

The views expressed are those of the authors and do not reflect the official view or policy of the Department of Defense or its components. The voluntary fully informed consent of the subjects used in the research was obtained as required by DODR 219 and DODD 3216.02, AET 40-402. This presentation contains no classified or operationally sensitive material.

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